Waste and Recycling Support Officer

JE Code: JE2381

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Environment and Waste |
| **Reports to:** | Waste and Environment Team Leader |
| **Job Family** | Operational Services |
| **Grade:** | F |
| **Political restricted** | N |
| **Date:** | August 2022 |

**Key Deliverables**

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| **1.**  | To support the successful roll out of the new waste collection service. These roles are flexible and varied. Some time will be desk based responding to enquiries and organising events. There may be some early morning starts accompanying the bin delivery crews and evening work with notice for meetings and events. |
| **1.** | To provide specialist support to the MKC environment and waste team in all aspects of the day-to-day service provision including responding to issues, complaints, customer reports, information requests and to resolve or escalate contract enquiries, requests for data or headline contractual information within agreed timescales |
| **2.** | To ensure that purchase orders and sales invoices are processed in accordance with the Council’s finance procedures, including the use of the Council’s electronic finance system.  |
| **3.** | Administration of the bulky waste and special collection services and quotes system for bulky waste collections including financial information and invoicing and to manage demand with Customer Services.  |
|  | To facilitate and oversee ordering systems for waste and recycling receptacles including ordering, stock control, delivery and invoicing systems.  |
| **4.** | Working with the waste education and corporate communications team to promote recycling and responsible waste management while working to support encouragement of partnership and closer working with the Parishes, neighbouring authorities and other local environmental and community groups. Targeted engagement activity will be required in advance of the wheeled bins roll out, during and after the roll out. This will include developing and delivering a series of #BinsOnTour events within local MK communities. |
| **5.** | To manage key stakeholder aspirations and expectations related to the delivery of the environment and waste services through effective communication, information practices with effective stakeholder relationships |
| **6.** | Responsible for working within the MKC environment and waste team and to assist in planning, co-ordinating and implementing the environment and waste management services in line with allocated budget and corporate procedures. |
| **7.**  | To administer and coordinate the collation of key actions, tasks, minutes and accurate reporting of operational and strategic contract meetings for multiple high value complex and technically demanding waste and environment contracts including glossary, documentation, contractual and legal notes which are likely to be required for audit purposes and contract management oversight.  |
| **8.**  |   |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Great communication and diplomacy skills in-person, in writing and by phone are essential for this role |
| **2.** | Good organisation skills for organising and attending events |
| **1.** | Formal qualification in a relevant field at NVQ level 3 or equivalent and/or relevant experience of working in environmental and/or waste and recycling services. A keen interest in recycling, re-use, sustainability. |
| **2.** | Experience of following and developing process and procedures regarding service delivery, and understanding financial implications of decision making |
| **3.** | Experience of following and developing process and procedures with regard to service delivery, and understanding financial implications of decision making |
| **4.** | Ability to work under own initiative and unsupervised to manage multiple demands and organise own workload to ensure objectives and deadlines are met |
| **5.** | Ability to manage complex datasets and provide analytical information in a concise way to multiple audiences with different emerging priorities  |
| **6.** | An ability and willingness to work outside of normal working hours from time to time |

Job Family

Business Administration

Grade F

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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

### Role Characteristics

At this level job holders are empowered to make decisions and offer authoritative

solutions to problems and issues which impact across the wider service team. They deal with matters escalated from their teams and must independently find solutions to unanticipated problems and plan months ahead to meet the demands of their role.

### The knowledge and skills required

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area. Given the importance of maintaining accurate statutory records, some precision in typing and other administrative tasks is required.

### Thinking, Planning and Communication

Problems, at this level, will often be complex in that they feature a number of different information strands such as budget, policy limits, or the expectations of clients. Solutions will depend upon the careful analysis of situations and judgement will be needed to choose between conflicting approaches, none of which will please all individuals involved.

Job holders will be thinking ahead several months to plan the delivery of agreed target outputs.

Communication skills expected of job holders will include the ability to deal authoritatively with colleagues and members of the public and engage with others to persuade or encourage them to adopt a particular course of action.

The type of information exchanged will be varied and often quite complicated or sensitive. Job holders must be patient and use developed comprehension skills to fully understand the needs and issues of others.

**Decision Making and Innovation**

Job holders are expected to not only deliver agreed outputs, but also to determine how best to achieve these aims within the limitations of general service practice.

Free of highly prescriptive procedural limitations, job holders must deal independently with problems, often referred upwards from colleagues, some of which will be new and must be solved with reference only to service practice or policy.

### Areas of responsibility

Work carried out by jobholders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will manage a small team and will have responsibility for the quality and timeliness of work outputs and the full range of managerial duties including the

direction, motivation and appraisal of staff.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### Impacts and Demands

There will be very little demand for enhanced physical exertion in, as most work can be done in a sedentary position. Lifting and carrying files or equipment may, however, be needed very occasionally.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Jobs will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. However, job holders are likely to experience unpleasant people related behaviour in the context of their decisions and advice.